

WHAT IS CLAIMED IS:

- 1 1. A method for providing technical support documents via
2 the Internet on a peripheral device connected to a web server storing the
3 requested technical support documents, comprising the steps of:
4 selecting an event on the device;
5 requesting a default uniform resource locator with the selected
6 event; and,
7 returning the technical support document relating to the selected
8 event of the requested uniform resource locator to the device.
- 1 2. The method according to claim 1 further comprising the
2 steps of:
3 reading device configurations from firmware;
4 determining whether to print or display the returned technical
5 support document from the device configuration;
6 printing the returned technical support document when the device
7 configuration indicates print; and,
8 displaying the returned technical support document when the
9 device configuration indicates display.
- 1 3. The method according to claim 1 wherein said step of
2 selecting an event further comprising the steps of:
3 reading a device state table of the peripheral device;
4 obtaining a most recently activated event from the device state
5 table;
6 determining whether a display is available on the peripheral
7 device;

8 selecting the most recently activated event as the selected event
9 when a display is not available on the peripheral device; and,
10 determining whether the most recently activated event is an error
11 when a display is available on the peripheral device.

1 4. The method according to claim 3 wherein said step of
2 determining whether the most recently activated event is an error further
3 comprising the steps of:

4 selecting the most recently activated event as the selected event
5 when the most recently activated event is an error; and,
6 requesting the default uniform resource locator without a selected
7 event when the most recently activated event is not an error.

1 5. The method according to claim 4 wherein said step of
2 obtaining a default uniform resource locator further comprising the steps of:

3 returning a help menu for selecting an event;
4 displaying the help menu to the user;
5 choosing an event from the help menu by the user; and,
6 selecting the chosen event from the help menu as the selected
7 event.

1 6. The method according to claim 1 wherein, prior to said
2 step of requesting a default uniform resource locator with the selected event,
3 further comprising the step of obtaining a default uniform resource locator
4 from the firmware of the device.

1 7. A method for providing context sensitive technical support
2 documents via the Internet on a peripheral device having a device state table
3 for keeping a log of events of the device, wherein the peripheral device is
4 connected to a web server storing the requested technical support documents,
5 comprising the steps of:

6 obtaining a most recently activated event from the device state
 7 table;
 8 requesting a default uniform resource locator with the most
 9 recently activated event; and,
 10 returning the technical support document relating to the most
 11 recently activated event to the device.

1 8. A computer program product comprising a computer
 2 usable medium having computer readable program codes embodied in the
 3 medium that when executed causes a computer to:
 4 obtain a most recently activated event from the device state table;
 5 request a default uniform resource locator with the most recently
 6 activated event; and,
 7 return the technical support document relating to the most
 8 recently activated event to the device.

1 9. A computer program product comprising a computer
 2 usable medium having computer readable program codes embodied in the
 3 medium that when executed causes a computer to:
 4 select an event on the device;
 5 obtain a default uniform resource locator from the firmware of
 6 the device;
 7 request the default uniform resource locator with the selected
 8 event; and,
 9 return the technical support document relating to the selected
 10 event of the requested uniform resource locator to the device.

1 10. A system for providing technical support documents on a
 2 peripheral device via the Internet, comprising:

3 a peripheral device for requesting a technical support document
4 of a selected event using a default uniform resource locator; and,

5 a web server for servicing the default uniform resource locator by
6 returning the relevant technical support document relating to the selected event.

1 11. The system as defined in claim 10 further comprising a
2 dedicated switch for users to activate the peripheral device to request technical
3 support documents.

4 12. The system as defined in claim 11 wherein said dedicated
5 switch is a push button located on the peripheral device.

6 13. The system as defined in claim 11 wherein said dedicated
7 switch is an icon that is displayed on the control panel of the peripheral device.

8 14. The system as defined in claim 10 wherein said peripheral
9 device further comprising a device state table for storing a log of events of the
10 device, wherein the most recently activated event from the device state table is
11 the selected event when the peripheral device makes a technical support
12 document request.

1 15. The system as defined in claim 10 wherein the selected
2 event is appended to the request for the default uniform resource locator.